



Vuesion®

Blended Multichannel Contact Center & Integrated Workforce Management



Avaya IP Office and Avaya Aura®/CM

Benefits

Scalable from small groups to Enterprise customers

Callback number queuing/Virtual hold reduces hold time and increases service level

Blended multichannel with voice, email, web chat, auto outdial dial queuing

Enhance customer service with Skills based routing, priority routing and rules based routing

Increase agent productivity with call coordinated database screen pops and presence

Improve Supervisors' efficiency with access to reporting, agent coaching, monitoring and call recording

Integrated workforce management module for scheduling, forecasting and planning

Efficiency and Productivity

In today's highly competitive marketplace, differences are made on customer loyalty and customer service. Every business has a need for flexible call distribution systems to increase sales and revenue. Small/medium size enterprises need the flexibility to move agents around, have simultaneous coverage in multiple groups, and maximize their workforce's skills to better serve their customers.

Vuesion® Contact Center is the right choice for these companies; it is powerful yet flexible, offering skills based call routing for maximum efficiency and productivity.

Integrated IVR

Studies have demonstrated over and over that efficient and informational call center announcements increase customer retention and customer loyalty. Vuesion announcements provide position in queue and average time to answer as well as advanced scripts for playing different announcements in several patterns with different information. Customers may record their own seasonal promotions and messages and make them part of the announcement. The IVR (Interactive Voice Response) prompts callers for their ID or account numbers used for intelligent routing and routing to the call center.

Multichannel Features

The Vuesion Contact Center suite offers advanced features, at an affordable cost of ownership. Unleash the potential of your call center with PC desktop agent and supervisor client software, with built-in wallboards, real time statistics and intuitive presence states that clearly enhance call centers of any size. Blend various media and channels including Email, voice, Web Chat and outdial campaigns.

Supervisory & Management

With the powerful Vuesion PC software, supervisors have the features they need to manage the center and agents: Supervisors have real-time information on agents, wallboards, and threshold alarms when important events occur. Supervisors have access to call reports for tracking every performance and productivity aspect of an agent, a group and/or the entire center. Supervisors can manage their agents by changing their status, skill level and class of service dynamically.

Cost Savings and R.O.I.

The Vuesion solution provides call back number queuing, where callers have the option to leave a call back number and disconnect the call. They keep their place in queue and get a call back when an agent becomes available. While in queue, callers may opt-out by dialing another group, agent, voice mail or operator. These options provide better service to your customers, save on inbound toll calls and maximize line usage.

Productivity Enhancement

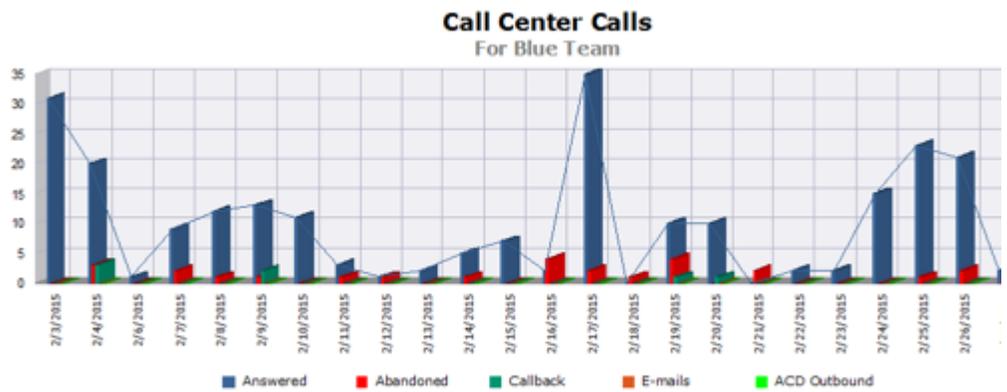
- ◆ Database/CRM screen pop based on ANI or IVR collected information
- ◆ Call Back number queuing
- ◆ Smart database/CRM router
- ◆ Blended Email, Web Chat and voice queuing
- ◆ Outdial with agent disposition, call status processing and campaign scripts
- ◆ Post-call surveys with scoring

Skill Sets / Groups

- ◆ Skills based routing
- ◆ ANI/DNIS/area code based routing
- ◆ Priority based routing
- ◆ Priority Queuing based on ANI
- ◆ Overflow to internal/external locations, other skill set, agent or voicemail
- ◆ Agent skill levels per group
- ◆ Agents may be in multiple skill sets Configurable Auto Wrap-up timeout at the end of a call
- ◆ All agents logged-off overflow, All agents busy overflow

Agents Features

- ◆ Desktop software per agent
- ◆ Ability to customize screen
- ◆ Status reason codes/resolution with text and notes
- ◆ Agent status (Login, Logout, Break, Wrap-up, Work, Meeting, Locked)
- ◆ Agents are automatically placed in Lock-out mode on ring no answer
- ◆ I.M. chat screens for agent help



Supervisory Features

- ◆ Real time statistics and status presence for agents
- ◆ Manage agents' states & queues
- ◆ Access to Call Reports from Supervisor desktop
- ◆ Configurable productivity thresholds
- ◆ Color coded real time alerts associated with agent productivity
- ◆ Instant text messaging functions for agent help requests
- ◆ Voice monitoring on agents
- ◆ On screen notification when a number pattern is dialed out from an agent
- ◆ Rescue-Queue detail display

Workforce Management

- ◆ Agent scheduling (daily, weekly and monthly)
- ◆ Real-time and schedule adherence reporting and notification
- ◆ Forecasting and what-if scenarios planning
- ◆ Optimum schedules per forecast
- ◆ Key Performance Indicators (KPI)

Announcements

- ◆ Multiple announcements per skill set
- ◆ Flexible announcements based on caller's queue time
- ◆ Play position in queue to callers (configurable)
- ◆ Play average hold time per skill set
- ◆ Opt-out of announcement

Blended Multichannel

- ◆ Voice inbound media
- ◆ Email blended queuing, distribution and reporting
- ◆ FAX to Email blended queuing, distribution and reporting
- ◆ Blended Web Chat queuing, distribution and reporting

Management & Reporting

- ◆ Skill set performance & service level
- ◆ Abandoned calls and numbers
- ◆ Agent status reports
- ◆ Agent performance reports
- ◆ Agent productivity reports
- ◆ Detail, summary and charts
- ◆ DNIS and called number reports
- ◆ Cradle-to-grave call ID reports
- ◆ Export Reports to pdf, Excel, ..
- ◆ Search filters for specific numbers
- ◆ Call resolution reports
- ◆ Select report dates from calendar
- ◆ Configurable service levels
- ◆ Email auto-reports to supervisors

Specifications	Business / Enterprise
Call Center users per server	1000 / 2500 per server
Call Recording / WFO	Yes (Add-on option)
WFM (Scheduling, Forecasting, Adherence, KPI Scoring)	Yes (Add-on option)
Callback number queuing /Virtual hold	Yes (Add-on option)
Database smart router (ANI or IVR collected information)	Yes (Add-on option)
Email queuing, Web Chat, Outdial campaigns, Post-call surveys	Yes (Add-on option)
CRM integration / call coordinated screen pop, advanced API	Yes (Add-on option)

Call control keys for quick transfer, answer, voicemail, record, chat, provide advanced features from a familiar and intuitive user interface.

Presence management with visual indication provides the tools for accurate call handling. At a glance see who is on break, on a call or Email, call duration, call center status and agent statistics.

The screenshot displays the Vuesion EXT 2010 interface for Laurie Wheeler. The main window shows a 'Voice Queue: Blue Team' with a toolbar for call control (transfer, answer, voicemail, record, chat) and a presence management bar for agents: Ashley Bailey, Blue Team, Bob Brown, Casey Lee, Dashboard, Jim Miller, Laurie, Roy Green, and Tess Turner. A 'Broadcast Message' dashboard is overlaid, showing real-time statistics for the Blue Team: 1 waiting, 02:30 longest wait, 2 active, 27 handled, 00:32 avg. TTA, and 2 abandon. It also shows 2 overflows, 5 callbacks, a 85% service level, 0 ready agents, and 4 logins. A pie chart visualizes the queue status. At the bottom, a table summarizes the queue data:

Voice Queues	Queued	Longest	Active	Abandon	Handled	Callb...	~TTA	S.L.	Avails	Logins
Blue Team	1	0:50	2	2	27	5	0:42	85%	0	4
Support	0	0:00	0	0	0	0	0:00	0%	0	3

Real time wallboard displays group and agent information. At a glance, see how many customers are calling, how long they stay on hold, how many customers hang up while in queue.

Advanced dashboard for wall display provides real-time information with broadcast marquee. A plethora of historical reports with automatic email to supervisors.

About BBX Technologies

Founded in 1996, BBX Technologies is a telecom software company providing all-in-one SIP enabled unified communications and enterprise contact center software applications. With extensive experience in telecom software engineering for contact centers, BBX Technologies delivers highly intuitive and sophisticated solutions that are simple to use. BBX Technologies is an agile market listener, striving to react quickly to customer needs and requirements to create value in the marketplace.

For more information, visit www.bbxtech.com.